

LISTING OF CLAIMS

1. (Currently Amended) A method in a computing system for managing a service request, the method comprising:

creating a service request within a source system, wherein

the source system detects a problem requiring service,

the service request is created in response to the detecting, and

the service request is created prior to a target system creating a customer-

based service request in response to a customer report of the problem;

extracting service request information in a ~~first form that is~~ source format associated with a ~~[[first]] source computerized service request management system ,~~

wherein

the service request information is extracted in part from the service request;

creating a service request object ~~[[with]]~~ comprising the service request information, wherein

the ~~[[first]] source computerized service request management~~ system and

~~[[a]] the target computerized service request management~~ system

reference the service request object during a course of a resolution of ~~[[a]]~~

the service request;

converting the service request information in the ~~first form~~ source format into service request information ~~that is in a second intermediate form in an intermediate~~ format; and

converting the service request information in the ~~[[second]] intermediate [[form]]~~ format into service request information in a target ~~[[form]]~~ format that corresponds to associated with the target ~~computerized service request management~~ system.

2. (Currently Amended) The method of claim 1, further comprising:

using the service request information in the target ~~[[form]]~~ format to perform at least one computer-implemented act ~~from a set of computer-implemented acts~~ comprising:

displaying at least part of the service request in the target format, in response to the customer report of the problem.

~~creating a new service request record in the target computerized service request management system; and
updating an existing service request record in the target computerized service request management system.~~

3. (Currently Amended) The method of claim 1, further comprising:
extracting service request information in a ~~third form~~ second source format that is associated with a second source ~~computerized service request management system~~ that is distinct from the first source ~~computerized service request management system~~;
converting the service request information in the ~~third form~~ second source format into service request information that is in the ~~[[second]]~~ intermediate ~~[[form]]~~ format;
integrating the service request information in the source format and second source format into the intermediate format, wherein
the integrating is prior to the converting the service request information in the intermediate format into the target format.
~~converting the service request information in the second intermediate form into service request information in the target form; and
using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:
creating a new service request record in the target computerized service request management system; and updating an existing service request record in the target computerized service request management system.~~

4. (Canceled)

5. (Currently Amended) The method of claim 1, wherein the service request object comprises a hierarchy of data components ~~[[includes]]~~ comprising a plurality of service request components, wherein each of the plurality of service request components ~~[[includes]]~~ comprises one or more of:
a service request common ID component;

- a service request base data component;
- a related parent area component;
- a related root area component;
- a related contract component;
- a list of related contacts component;
- a list of related account component;
- a list of related owner component;
- a status data component;
- a related product component for defining internal and external products;
- a related installed product component for defining customer assets;
- a related business unit component; a list of related activity component; and
- a service request custom data component.

6. **(Currently Amended)** The method of claim 5, wherein the service request base data component **[[includes]] comprises** one or more of:

- an abstract component for summarizing the service request;
- a channel source code component;
- a closed date component for defining when the service request is closed;
- a commit time component;
- a description component;
- a service request number component; and
- a reported date component.

7. **(Currently Amended)** The method of claim 5, wherein the related parent area component **[[includes]] comprises** a parent area component, wherein the parent area component **[[includes]] comprises** one or more of:

- a functional area common ID component;
- a base data component that can **[[includes]] comprise** a functional area name component;
- a list of related sub-areas component that can **[[includes]] comprise** any number of
related sub-area components; and
- a functional area custom data component.

8. (Currently Amended) The method of claim 5, wherein the related root area component **[[includes]] comprises** a common ID for functional area.
9. (Currently Amended) The method of claim 5, wherein the related contract component **[[includes]] comprises** one or more of:
- a contract common ID component;
 - a contract base data component, wherein contract base data component **[[includes]] comprises** one or more of:
 - a related contract description component;
 - an effective-to date component;
 - a type code component;
 - a contract number component;
 - an effective-from date component;
 - a response code component;
 - a response time component; and
 - a related contract custom data component.
10. (Currently Amended) The method of claim 5, wherein the list of related contact component **[[includes]] comprises** a plurality of related contact components, wherein each of the plurality of related contact components **[[includes]] comprises** one or more of:
- a common ID for a party component;
 - a communication data for a party component;
 - a data cleansing data component;
 - a list of address of a party component;
 - a list of relationships that a party can have with other entities component;
 - a list of alternate ID component;
 - a list of license data component;
 - a custom party data component;
 - a person base data component;
 - a privacy data component; and
 - a related contact custom data component.

11. **(Currently Amended)** The method of claim 5, wherein the list of related account component **[[includes]] comprises** a plurality of related account components, wherein each of the plurality of related account components **[[includes]] comprises** one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a party base data component; and
- a related contact custom data component.

12. **(Currently Amended)** The method of claim 5, wherein the list of related owner component **[[includes]] comprises** a plurality of related owner components, wherein each of the plurality of related owner components **[[includes]] comprise** one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

13. **(Currently Amended)** The method of claim 5, wherein the status data component **[[includes]] comprises** one or more of:
- a priority code component;
 - a severity code component;
 - a status code component; and
 - a sub-status code component.
14. **(Currently Amended)** The method of claim 5, wherein the related product component **[[includes]] comprises** one or more of:
- a product ID component;
 - a product base data component;
 - a product sales data component;
 - a configuration data component;
 - a related product line component;
 - a list of price type component;
 - a list of related inventory location component;
 - a list of related product component;
 - a list of related business unit component; and
 - a product custom data component.
15. **(Currently Amended)** The method of claim 5, wherein the related installed product component **[[includes]] comprises** one or more of:
- a common ID of an installed product component;
 - an installed product base data component;
 - a related parent installed product component;
 - a pricing data component;
 - a related product component a list of related party component;
 - a list of related order component;
 - a related inventory location component;
 - a related business unit component;
 - a list of attribute component;
 - a custom data component; and

a list of related installed product component, wherein

the list of related installed product component **[[includes]] comprises** one or more of:

- an external product ID component;
- an external product base data component;
- an external product sales data component;
- an external product configuration data component;
- an external product related product line component;
- an external product list of price type component;
- an external product list of related inventory location component;
- an external product list of related product component;
- an external product list of related business unit component; and
- an external product custom data component.

16. **(Currently Amended)** The method of claim 5, wherein the related business unit component **[[includes]] comprises** a related business unit common ID.

17. **(Currently Amended)** The method of claim 5, wherein the list of related activity component **[[includes]] comprises** a plurality of related activity components, wherein each of the plurality of related activity components **[[includes]] comprise** one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

18. (Currently Amended) A computer-readable medium carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:

creating a service request within a source system, wherein
the source system detects a problem requiring service,
the service request is created in response to the detecting, and
the service request is created prior to a target system creating a customer-
based service request in response to a customer report of the problem;

extracting service request information in a ~~first form that is~~ source format associated with a ~~[[first]] source computerized service request management system~~,
wherein

the service request information is extracted in part from the service request;
 creating a service request object ~~[[with]]~~ comprising the service request information,
 wherein

the ~~[[first]] source computerized service request management system~~ and ~~[[a]]~~
the target computerized service request management system reference
the service request object during a course of a resolution of [[a]] the
service request;

converting the service request information in the ~~first form~~ source format into service request information ~~that is in a second intermediate form~~ in an intermediate format; and

converting the service request information in the ~~[[second]] intermediate [[form]]~~
format into service request information in a target ~~[[form]]~~ format that
corresponds to associated with the target ~~computerized service request management~~ system.

19. (Currently Amended) The computer-readable medium of claim 18, further comprising:
 using the service request information in the target ~~[[form]]~~ format to perform at least one computer-implemented act ~~from a set of computer implemented acts~~
 comprising:

displaying at least part of the service request in the target format, in response
to the customer report of the problem.

~~creating a new service request record in the target computerized service request management system; and~~
~~updating an existing service request record in the target computerized service request management system.~~

20. (Currently Amended) A system, comprising:

a processor;

an interconnect coupled to the processor; and

a computer-readable storage medium coupled to the processor via the interconnect,

wherein

the computer-readable storage medium comprises ~~a data structure comprising a~~

~~list of service request elements with a hierarchy of data components,~~

~~a service request object, wherein~~ computer instructions that when executed cause the processor to perform:

creating a service request within a source system, wherein

the source system detects a problem requiring service,

the service request is created in response to the detecting, and

the service request is created prior to a target system creating

a customer-based service request in response to a

customer report of the problem,

extracting service request information in a source format associated

with a source system , wherein

the service request information is extracted in part from the

service request,

creating a service request object comprising the service request

information, wherein

the source system and the target system reference the service

request object during a course of a resolution of the

service request,

converting the service request information in the source format into

service request information in an intermediate format, and

converting the service request information in the intermediate format into service request information in a target format associated with the target system.

~~a source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request, and the list of service request elements store service request information.~~

21. (Currently Amended) The ~~data-structure~~ system of claim 20, wherein ~~[[the]]~~ the service request object comprises a hierarchy of data components ~~[[includes]]~~ comprising a plurality of service request components, wherein each of the plurality of service request components ~~[[includes]]~~ comprises one or more of:

- a service request common ID component;
- a service request base data component;
- a related parent area component;
- a related root area component; a related contract component;
- a list of related contacts component;
- a list of related account component;
- a list of related owner component;
- a status data component;
- a related product component for defining internal and external products;
- a related installed product component for defining customer assets;
- a related business unit component;
- a list of related activity component; and
- a service request custom data component.

22. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the service request base data component ~~[[includes]]~~ comprises one or more of:

- an abstract component for summarizing the service request;
- a channel source code component;
- a closed date component for defining when the service request is closed;
- a commit time component;

- a description component;
- a service request number component; and
- a reported date component.

23. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the related parent area component **[[includes]]** comprises a parent area component, wherein the parent area component **[[includes]]** comprises one or more of:

- a functional area common ID component;
- a base data component that can **[[includes]]** comprise a functional area name component;
- a list of related sub-areas component that can **[[includes]]** comprise any number of related sub-area components; and
- a functional area custom data component.

24. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the related root area component **[[includes]]** comprises a common ID for functional area.

25. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the related contract component **[[includes]]** comprises one or more of:

- a contract common ID component;
- a contract base data component, wherein contract base data component **[[includes]]** comprises one or more of:
 - a related contract description component;
 - an effective-to date component;
 - a type code component;
 - a contract number component;
 - an effective-from date component;
 - a response code component;
 - a response time component; and
 - a related contract custom data component.

26. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the list of related contact component ~~[[includes]]~~ comprises a plurality of related contact components, wherein each of the plurality of related contact components ~~[[includes]]~~ comprises one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

27. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the list of related account component ~~[[includes]]~~ comprises a plurality of related account components, wherein each of the plurality of related account components ~~[[includes]]~~ comprises one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a party base data component; and
- a related contact custom data component.

28. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the list of related owner component ~~[[includes]]~~ comprises a plurality of related owner components, wherein each of the plurality of related owner components ~~[[includes]]~~ comprise one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

29. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the status data component ~~[[includes]]~~ comprises one or more of:

- a priority code component;
- a severity code component;
- a status code component; and
- a sub-status code component.

30. **(Currently Amended)** The ~~data-structure~~ system of claim 21, wherein the related product component **[[includes]] comprises** one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;
- a list of related inventory location component;
- a list of related product component;
- a list of related business unit component; and
- a product custom data component.

31. **(Currently Amended)** The ~~data-structure~~ system of claim 21, wherein the related installed product component **[[includes]] comprises** one or more of:

- a common ID of an installed product component;
- an installed product base data component;
- a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component **[[includes]] comprises** one or more of:
 - an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component.

32. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the related business unit component ~~[[includes]]~~ comprises a related business unit common ID.

33. (Currently Amended) The ~~data-structure~~ system of claim 21, wherein the list of related activity component ~~[[includes]]~~ comprises a plurality of related activity components, wherein each of the plurality of related activity components ~~[[includes]]~~ comprises one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

34. (Currently Amended) The method of claim 1, wherein the service request information comprises a report of a loss of a service ~~from-a~~ for the customer.